

Best Practice

The initial presentation is important. Explain to clients what is expected of them in return for our free services sponsored by the state and for future funding if they cooperate.

Give each client a color handout with approximate timelines; by doing this the client will have an idea of when they would receive their notices (Fingerprint, interview, oath).

Keep documentation for each appointment.

Provide tools to make it as easy as possible for the client to report back to your agency:

- a self-addressed envelope
- office fax number as well as phone number
- offer to make copies of documents if the client comes into the office
- offer to fill out passport application (***remind client to make a copy of their certificate before they send out for a passport!***)
- When they become citizens, offer to post their photo on a bulletin board or display case for the public to view

Take down more than 1 phone number for the client: home, cell, work, relative's # where you can get in touch with the client in case their phone number is disconnected

Take down e-mail for client (or their spouse and/or children). These days a lot of younger people utilize e-mail daily as a form of communication.

Do G-28's for each client so you know when he or she has his or her appointments.

This is a good way to keep in touch with them with a courtesy call to remind them of their appointment and/or to find out appointment results.

Open lines of communication, and develop a trust between you and the client.

- Tell clients to expect your follow-up phone calls.
- In turn, take time to answer their questions.
- Offer interview prep on the phone before their interview, or offer to schedule an appointment.
Many clients like to be reassured that they will do well before their appointment, so this also helps instill confidence.

Offer citizenship classes.

Call when it's a good time to reach the client, such as evening or weekends.